

Job Description

Job title	Head of Business Services	Date: Aug 2022
Reports to (title)	Strategic Account Director	
Contract/Department	AWE	Revision
Location	Aldermaston	

Job purpose

Describe the overall purpose of the job in two or three sentences.

The Head of Business Services is focused on how we turn data in to knowledge, and knowledge into intelligent action. The teams which sit within this department include financial, asset management, supply chain management, commercial services, learning and development and performance and governance. operational excellence. They will ensure cost and value for money (VFM) controls are in place, our contractual obligations are adhered to, and our supply chain performs in line with KPIs.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Production of accurate and timely management accounts including P&L, variance analysis, WIP and cashflow
- Preparation of budgets and forecasts and production of in-depth cost analysis across operations
- Continuous Improvement across all scope areas with approach to data analysis and data management
- Production and analysis of contract SLA / KPI reports
- Ensure financial controls are in place for financial governance and compliance
- Extensive liaison with site based operational staff and production of contract reviews
- Working with Head of Assurance & Compliance driving best practice and ensuring compliance with all appropriate procedures, policies, and employment legislation
- Provide leadership and direction to the wider team and align efforts to support AWE's strategic priorities
- Produce operational and contractual reports internally and externally to support all scope areas of the account performance
- Provide the leadership for the preparation and documentation for invoicing and financial reconciliation
- To ensure timesheets and business supporting records are produced, checked, and submitted timely and effectively
- To ensure all planned works are completed and to report on exceptions
- To monitor, control and provide financial leadership to maintain subcontractors' work orders
- Act as prime customer interface for key EMCOR business contacts and local AWE contacts from a financial and commercial perspective
- Drive the successful implementation of portfolio wide initiatives and programs including: savings, change requests, energy, commercial and financial
- To have a strong analytical and problem-solving approach applying value creation / innovation across breadth of IFM services where applicable & appropriate
- To work in demanding environments, managing change, multiple programmes and deadlines
- Where required develop, lead and provide strategic advice and reports to the OLT/ELT on complex initiatives that can be implemented at an enterprise level
- Report regularly to the senior client sponsor, OLT and build and maintain sponsorship internally

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and externally in relation to any given account or enterprise projects

- Support ongoing FM opportunities driving cost efficiencies through a proactive approach, best practice and continuous improvement across all FM service lines, constantly challenging approach to service delivery
- Comprehensive understanding of Contract, commerciality, and key deliverables – ensuring information cascaded throughout the local team(s) through aligned objectives and awareness training
- Support the development and implementation of a strategic account business plan which facilitates the deliberate and proactive management of the contract lifecycle and drives account growth
- Analyse complex financial data, prioritising and validating what is important and driving insight through to action
- Encourage and grow new ideas within the account, ensuring that these ideas are embedded across the Account to bring value to client and EMCOR UK

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Demonstrated ability to lead and motivate teams and high performing individuals
 - Demonstrate previous financial control of budgets in excess of £25m
 - Accountability for the direct / indirect management of between 20 employees
- Commercial responsibilities:
- Ensure that a full understanding of the requirements of the Contract is established during Induction or during the handover briefing
 - Manage, monitor, log and implement all Contract Change Requests
 - Identify and manage any risks to EMCOR in a timely manner

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Educated to degree level. Analytical skills with excellent process and financial background
- Excellent IT, including CMMS experience, verbal, written and presentation communication and stakeholder engagement
- Outstanding interpersonal and customer relationship management skills
- Data-driven in decision making, leading, and navigating team members through ambiguity by making evidence and/or values-based decisions to prioritise strategically
- In-depth helpdesk and administration management experience within the Facilities Management industry
- Proven ability to work to deadlines and schedules to meet both operational and financial targets
- Able to lead a team, manage others and delegate responsibility while equally work as a team member
- An understanding of Quality Assurance, compliance, and service delivery would be desirable
- Knowledge of benefits and dependency mapping, risk management and resource planning
- Diplomatic ability to influence others at all levels of the business - efficient Change Management methods
- Highly analytical and detail oriented with an evidence-based approach to problem solving

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- Attention to detail and multitasking are key to this role

Competency and demonstrated behaviours

Analytical Thinking

- Develops and uses clear criteria for guiding decisions (e.g. resources, constraints, organisational values).
- Identifies cause and effect relationships and root causes.
- Understands and evaluates numerical data, tables, charts, or graphs to get to the cause of a problem.
- Performs calculations and combines quantitative information in order to diagnose and solve a problem.

Adaptability

- Adjusts strategies to changes in the environment.
- Adopts means of communication and interaction that suit different cultures.
- Decides courses of action in ways that take account of different environments and cultures.

Ability to Learn

- Easily learns unique job-related vocabulary.
- Quickly understands and uses processes, technologies and ideas that are continually being updated.
- Is open to and understands new ideas
- Learns highly complex information regarding a product or operation.

Innovativeness

- Produces imaginative or unique responses to a problem.
- Generates alternatives before settling on a solution.
- Develops new approaches to improve or replace existing procedures or systems.

Flexibility

- Modifies a strongly held opinion in response to contrary evidence.
- Modifies own behaviours in response to a situation.
- Modifies behaviour in order to reach a goal.

Experience of success in a senior management role,

Process improvement skills include:

- Project definition
- Project Management and risk management
- Identifying customer requirements
- Process improvement and validation
- Effective meetings
- Facilitation skills
- Processing mapping and measuring
- Root cause analysis
- Quality function deployment
- Statistical process control

Personal Competencies

- Holds natural leadership gravitas. Positively influences with intrinsic ability to drive best people outcomes
- Quickly grasp client needs and galvanise resources aligned to priorities to react to changing needs
- Determination, resilience, and output driven when faced with increasing operational difficulties
- Flexible and adaptable. Attention to detail. Personable and approachable.

Other factors relevant to the job

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There is a requirement for the candidate to go through SC or DV clearance to be able to undertake this role.

There is a requirement on occasions to work outside of normal core hours to support effective delivery of contract outcomes

Some travel to and from EMCOR UK and customer locations maybe required

- 25 days annual leave
- Auto enrol pension
- Company sick pay
- Car allowance
- Flexible benefits available (retail discounts, reduced gym memberships etc)
- Cycle scheme
- UK Driving Licence and UK travel expected.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	